



JOB STRESS AND ITS IMPACT ON WORK LIFE AND PERSONAL LIFE OF THE EMPLOYEES WORKING IN BUSINESS PROCESS OUTSOURCINGS (BPO'S)

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ABSTRACT

Stress is common to all and it has become a great challenge to both employer and the employees. This paper has made an attempt to find out the factors affecting the work life and personal life of the employees. The major objective of the study is to analyse the impact of job stress on work life and personal life of the employees working in BPO's. The major findings of the study are the job stress factors are affecting both the work life and personal life of the employees. There is an inter relationship between the work life as well as personal life of the employees. The management as well as the employees should contribute equally to balance both the work life and personal life. The employer can also come forward to reduce the factors creating job stress.

The BPO's are giving more importance to productivity but less importance to employees work life and personal life balance, which is leading to work and personal life balance, which is leading to work and personal life imbalance and creates stress. If any problem arises in the work place, it will affect the personal life of the employees. Likewise, if any problem arises in the personal life, it may affect the work life also. Hence the work life and personal life is inseparable. The employees can reduce their job stress by doing yoga, meditation, walking, exercise, etc.

KEYWORDS : Job Stress, BPO, Job Satisfaction, work life, personal life.

INTRODUCTION

Stress at work is a relatively new phenomenon of modern lifestyles. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive. With change comes stress will appear automatically. Job stress poses a threat to physical health. Work related stress in the life of organized workers, consequently, affects the health of organizations. Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual's performance and overall well-being of his body and mind.

Objectives of the Study

- To find out the job stress factors influencing the work life of the employees working in BPO's.
- To find out the job stress factors influencing the personal life of the employees working in BPO's.
- To analyse the impact of job stress on work life and personal life of the employees working in BPO's.

Statement of the Problem

The researcher made an attempt to find out the job stress factors influencing the work life and personal life of the employees working in BPO's.

Review of Literature

Smita R. Chavan and Balkrushna Potdar (2011) conducted a study on "Work-life Balance of BPO employees in India." The objectives of the study are to gain familiarity about various social, emotional and physical problems faced by BPO employees, to study the impact of inadequate sleep on the health of employees working in the BPO sector, to find out various strategies adopted by companies to help their employees to maintain good work-life balance, and to find out various present stressful practices. The study revealed that employees are suffering from suffer most from headache, digestive disorder, behave erratically, feel irritated and suffer from short temper and have a complete sense of exhaustion. Indian Government need to look into the matter of outsourcing being constrained by other countries like USA and to try to normalize the problem which can open new doors for this industry, before making promises to the presidents of other countries on providing employment and investment in their country. There is a need for more explicit, detailed, fully structured and relevant regulations, guidance specific to this industry. Health risk assessments both pre-employment and periodic for employees should be conducted. Length and frequency of breaks should be adequate. Full time counselors are needed to strike a balance between physical and mental rhythm to synchronize body clock.

Dr. Sunil Karve and Prof. Harshada Mulay (2012) conducted a study on "Quest for work-life balance." The objective of the study is to find out the work life balance in BPOs. The study focused on few major aspects like work related issues, family life of employees, self

parameter, health issues, stress level among employees and organizational policies. The outcome of the study showed that, their work-life balance is good because they can able to manage their time according to their family commitments.

Mrs. Vanishree (2012) conducted a study on Work-life Balances in the BPO sector." The main objective of the study is to study the perception of employees towards factors affecting Work-life balance arrangements availed of by respondents, to analyze the impact of work-life balance on employees work life, family life, personal life and on employee's relationship with management and employees. The result of the study revealed that BPO companies are trying to bring in work life balance of the employees by taking care of the factors like working from home, flexi time and swap in order to retain talent, enhance quality of work and to keep the employees happy. The flexibility of work alleviates stress and helps in better time management. Employees living with joint families are more comfortable when compared to those from nuclear families. Work-life balance requires cooperation and coordination at national, governmental, coordination at national, governmental, organizational, as well as the individual level.

Rajendra and Jayashree (2012) conducted a study on "Stress management with specific reference to public sector bank employees in Chennai." The objective of the study was to find out the level of job stress and its effect on employees work life balance. The outcome of the study was majority of the employees are having high level of stress in their job due to work overload and its having a negative impact on employees work life balance. They cannot able to balance their work and personal life because of the high level of job stress.

Neha Sagar (2014) conducted a study on "Stress in the work place." The objective of the study was to find out the impact of stress in the work place, on the health and productivity of the employees. The study was concluded that the stress in the work place affecting the health and productivity of the employees.

Methodology

Research is a systematic method of finding solution to problem. It is essentially investigation regarding an analysis of evidence for the purpose of gaining knowledge according to the analysis tools.

Methodology is the systematic, theoretical analysis of the methods applied to a field of study, or the theoretical analysis of the body of methods and principles associated with a branch of knowledge. It, typically, encompasses concepts such as paradigm, theoretical model, phases and quantitative or qualitative techniques.

Methods of data collection

The data's were collected through primary and secondary sources.

Primary Sources

Primary data are in the form of "raw material" to which statistical

methods are applied for the purpose of analysis and interpretations. The primary sources are discussion with employees; data's collected through questionnaire etc.

Secondary Sources

Secondary data's are in the form of finished products as they have already been treated statistically in some form or other. The secondary data mainly consists of data and information collected from records, company websites and also discussion with the management of the organization. Secondary data was also collected from journals, magazines and books.

Tools used for data collection: Questionnaire Design

A well defined questionnaire that is used effectively can gather information on both overall performance of the test system as well as information on specific components of the system. A defeated questionnaire was carefully prepared and specially numbered. The questions were arranged in proper order, in accordance with the relevance.

Respondent can read all questions beforehand and then decide whether to complete or not. A questionnaire requires respondents to fill out the form themselves, and so requires high level of literacy. Where multiple languages are common, questionnaires should be prepared using the major languages of the target group. Special care needs to be taken in these cases to ensure accurate translations.

Direct interview

This is method of person to person exchange between the interviewer and the interviewee. The interview3 method provides consistent and more precise information since clarification may be given by the interviewee.

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Presentation of Data

The data are presented through charts and tables. Job stress factors affecting work life of the employees.

1. Long working hours,
2. Frustration due to achievements of targets,
3. Project completion Time,
4. Seat Work and no physical activities,
5. Pressure from seniors like project leaders, team leaders,
6. Poor appetite,
7. Monotonous nature of job,
8. Lack of motivation,
9. Poor mentoring,
10. Power and politics,
11. Dissatisfaction with colleagues,
12. Low career growth,
13. Lack of skill variety,
14. Irregular working hours,
15. Skill variety,
16. Irregular working hours,
17. Achievement not recognized.

Job stress factors and its impact on personal life of the employees

1. Changes in sleeping habit,
2. Drastic changes in eating habit,
3. Blood pressure rises,
4. Breathing becomes more rapid,
5. Digestive system slows down,
6. Heart rate (pulse) rises.
7. Immune system goes down,
8. Muscles become tense,
9. Mood Swing Headache, Regular body pain,
10. Sleeplessness,
11. Poor concentration.

Data Analysis

Data has been collected from 100 employees working in various BPO's in and around Chennai. The researcher issued 120 questionnaires, but received only 100 questionnaires back.

Job stress factors influencing the personal life of the employees

The researcher collected information regarding, opinion of the employees about the job stress factors influencing the personal life of the employees working in BPO's.

Table – 1

No.	Opinion	No. of Respondents
1.	Strongly Agree	70
2.	Strongly Agree	20
3.	Neutral	-
4.	Disagree	5
5.	Strongly disagree	5
	Total	100

Source: Primary Data

From the above table it is clear that majority (70%) of the employees strongly agrees and 20% of the employees agree that the job stress factors are influencing their personal life. Only 10% of the employees disagrees and strongly disagrees with the statement. So it is concluded that the job stress factors are influencing the personal life of the employees.

Job stress factors influencing the work life of the employees

The researcher collected information regarding, opinion of the employees about the job stress factors influencing the work life of the employees working in BPO's.

Table – 2

No.	Opinion	No. of Respondents
1.	Opinion	65
2.	Strongly Agree	20
3.	Agree	5
4.	Disagree	5
5.	Strongly disagree	5
	Total	100

Source: Primary Data

From the above table it is clear that majority (65%) of the employees strongly agrees and 20% of the employees agree that the job stress factors are influencing their personal life. Only 10% of the employees disagree and strongly disagrees with the statement. Apart from this only 5% of the employees have not say anything about the statement. So it is concluded that the job stress factors are influencing the personal life of the employees.

Inter relationship between the work life and personal life that contributes to job stress.

Job stress factors are affecting both the work life and personal life of the employees working in BPO's. The researcher collected data on the above statement.

Table-3

No.	Opinion	Work life	Personal life
1.	Strongly Agree	65	70
2.	Agree	20	70
3.	Neutral	5	-
4.	Disagree	5	5
5.	Strongly disagree	5	5
	Total	100	100

Source: Primary Data

The above table shows that majority of the employees agrees that job stress factors are affecting their personal life as well as their work life.

Hypothesis

H₀ – there is no significant difference in the opinion of the employees on the impact of job stress on work life and personal life.

H₁ – there is a significant difference in the opinion of the employees on the impact of job stress on work life and personal life.

Degree of freedom	4
Level of significant	5%
Calculated value	1.35371

Table value 9,488
Result $CV < TV, H_0$ Accepted

The result shows that there is no significant difference in the opinion of the employees on the impact of job stress on work life and personal life. The employees agree that the job stress factors are affecting their work life as well as their personal life.

Findings and suggestions

The major findings of the study are the job stress factors are affecting both the work life and personal life of the employees. There is a inter relationship between the work life as well as personal life of the employees. The management as well as the employees should contribute equally to balance both the work life and personal life. The employer can also come forward to reduce the factors creating job stress.

CONCLUSION

The BPO's are giving more importance to productivity but less importance to employees work life and personal life balance, which is leading to work and personal life imbalance and creates stress. If any problem arises in the work place, it will affect the personal life of the employees. Likewise, if any problem arises in the personal life, it may affect the work life also. Hence the work life and personal life is inseparable. The employees can reduce their job stress by doing yoga, meditation, walking, exercise, etc.

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